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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/646,019	08/22/2003	Thomas Soares	LON-001	9263
53830	7590	04/25/2008	EXAMINER	
KOKKA & BACKUS, PC 200 PAGE MILL ROAD SUITE 103 PALO ALTO, CA 94306			LE, DEBBIE M	
ART UNIT		PAPER NUMBER		
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**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	10/646,019	SOARES ET AL.	
	<b>Examiner</b>	<b>Art Unit</b>	
	DEBBIE M. LE	2168	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) Responsive to communication(s) filed on 25 February 2008.
- 2a) This action is **FINAL**.      2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) Claim(s) 15-30 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) Claim(s) \_\_\_\_\_ is/are allowed.
- 6) Claim(s) 15-30 is/are rejected.
- 7) Claim(s) \_\_\_\_\_ is/are objected to.
- 8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
a) All    b) Some \* c) None of:
  1. Certified copies of the priority documents have been received.
  2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- 1) Notice of References Cited (PTO-892)
- 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) Information Disclosure Statement(s) (PTO/SB/08)  
Paper No(s)/Mail Date \_\_\_\_\_.
- 4) Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_.
- 5) Notice of Informal Patent Application
- 6) Other: \_\_\_\_\_.

## DETAILED ACTION

### ***Continued Examination Under 37 CFR 1.114***

A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 2/25/08 has been entered.

### ***Claim Objections***

Objections to claims 15, 19 and 30 for the acronym "IT" is withdrawn.

### ***Claim Rejections - 35 USC § 103***

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 15-30 are rejected under 35 U.S.C. 103(a) as being unpatentable over Northcutt et al (US Patent Application Pub. No. 2003/0126011 A1) in view of Baharami et al (US 2004/0078777 A1).

As per claim 15, Northcutt discloses [a] method, comprising:

displaying a plurality of icons (Fig. 2), wherein each of the plurality of icons is configured to initiate an action associated with a service in information technology service catalog (para. [0053], [0063, lines 1-4], a number of different options be displayed on a main interface page allow users to perform various classification of tasks (i.e., user initiate requests for a service for information technology);

performing the action if one of the plurality of icons is selected (para. 0064, lines 1-5, “submit a request” is entered by a user);

presenting an interface comprising one or more fields associated with the action wherein each of the one or more fields is adapted to receive input associated with the action (Fig. 12, para. 0009, para. 0064, presents a form with fields so that requestor can fill out the requesting data), the input being stored in a data structure and used to generate an instance and an attribute associated with each of the one or more fields (Fig. 14, para. 0064 last 7 lines summary information is presented to the user for verifying the information), the data structure being further configured to receive and store data entered in the one or more fields (Figs. 9, 19, para. 00100072, a request for service stored in the database and and allow the user to edit or view an existing request for service);

receiving cost information in the interface, the cost information comprising a name and a formula configured to determine the cost information (para. 0064, lines 1045, cost benefit analysis information provided by a user is calculated); and

determining a service action associated with the service, wherein the service action is determined using information entered in a service field presented on the

interface, the information being used to generate an instance of the service action and (para. 0065, 0067).

Northcutt does not explicitly teach, but Bahrami teaches identifying a relationship between the service and the data structure, the data structure being configured to point to the service, the data structure being used to create a hierarchy associated with the service (para. 0032 hierarchy process modeling of an activity) and the service action comprising another relationship associated with another service action, the service action and the another service action being disposed in a service action hierarchy (para. 0035, each individual activity and its relationship to other activities). Thus, it would have been obvious to one of ordinary skill in the art at the time invention was made to combine the teachings of the cited references to implement the step of identifying a relationship between the service and the data structure to create a hierarchy associated with the service and the service action related to another service action in the hierarchy because it would provide users of Northcutt's system easily to closed-loop analysis of a business process.

Northcutt and Bahrami do not explicitly teach, **but Benny** teaches building the information technology service catalog to include the service (Fig. 2-3, 8, para. 0013, 0087, 0095). Thus, it would have been obvious to one of ordinary skill in the art at the time invention was made to combine the teachings of the cited references to implement the step of building the information technology service catalog to include the service as disclosed by Benny because it would help an Information Technology service of

companies take on the right business profitably and guide implementation of Information Technology solutions, as suggested by Benny (para. 0013).

As per claim 16, Northcutt further teaches wherein the action comprises modifying the service (Fig. 9, edit RFS).

As per claim 17, Northcutt further teaches wherein the action comprises deleting the service.

As per claim 18, Northcutt further teaches wherein the action comprises modifying a resource (para. 0051, last 5 lines).

As per claim 19, Northcutt further teaches wherein the cost information is used to identify the service action (para. 0067).

As per claim 20, Northcutt further teaches wherein the cost information comprises a validation constraint (para. 0065, first 10 lines).

As per claim 21, Northcutt further teaches wherein the formula is a validation formula (para. 0064, cost and analysis are calculated).

As per claim 22, Northcutt further teaches displaying a palette comprising one or more primitives, wherein the one or more primitives are associated with the service, service action, and a workflow task (Fig. 18).

As per claims 23-24, Northcutt further teaches identifying the attribute, wherein the attribute is a formula configured to identify a maximum limit associated with the one or more fields and identifying the attribute, wherein the attribute is a formula configured to identify a minimum limit associated with the one or more fields (para. 0047-0049)

As per claim 25, Northcutt further teaches identifying the attribute, wherein the attribute is a formula configured to identify a property associated with content input into the one or more fields (para. 0065).

As per claim 26, Northcutt further teaches generating one or more displays configured to receive data associated with a database model configured to store the instance, the relationship, and the pointer (Fig. 23).

As per claim 27, Northcutt further teaches wherein the cost information comprises data used to compute implementation costs for using the service (para. 0064).

As per claim 28, Northcutt further teaches wherein the service action field comprises a service action pointer configured to point to a data structure associated with the instance (Fig. 12).

As per claim 29, Northcutt discloses [a] method comprising:  
displaying an icon configured to initiate an action associated with a service in an Information Technology service catalog (para. [0053], [0063, lines 1-4], a number of different options be displayed on a main interface page allow users to perform various classification of tasks (i.e., user initiate requests for a service for information technology);

initiating the action when the icon is selected (para. 0064, lines 1-5, “submit a request” is entered by a user);

presenting an interface comprising a field associated with the action, wherein the field is adapted to receive input associated with the action (Fig. 12, para. 0009, para.

0064, presents a form with fields so that requestor can fill out the requesting data (Fig. 14), the input being stored in a data structure and used to generate an instance of the service (para. 0064 last 7 lines summary information is presented to the user for verifying the information), the data structure being further configured to receive and store data entered in the field (Figs. 9, 19, para. 0010, 0072, a request for service stored in the database and allow the user to edit or view an existing request for service);

receiving cost information in the interface, the cost information comprising a name and a formula configured to determine the cost information (para. 0064, lines 10-45, cost benefit analysis information provided by a user is calculated); and

determining a service action associated with the service, wherein the service action is determined using information entered in a service field presented on the interface is generated using the service action (para. 0065, 0067).

Northcutt does not explicitly teach, but Bahrami teaches identifying a relationship between the service and the data structure, the relationship being used to implement a pointer configured to point to the service (para. 0035, each individual activity and its relationship to other activities) and generating a hierarchy comprising the pointer, wherein the hierarchy is configured using the pointer and other pointers having relationship to other services (para. 0032 hierarchy process modeling of an activity). Thus, it would have been obvious to one of ordinary skill in the art at the time invention was made to combine the teachings of the cited references to implement the step of identifying a relationship between the service and the data structure, the relationship being used to implement a pointer configured to point to the service and generating a

hierarchy comprising the pointer, wherein the hierarchy is configured using the pointer and other pointers having relationship to other services because it would provide users of Northcutt's system easily to closed-loop analysis of a business process.

Northcutt and Bahrami do not explicitly teach, **but Benny** teaches building the information technology service catalog to include the service (Fig. 2-3, 8, para. 0013, 0087, 0095). Thus, it would have been obvious to one of ordinary skill in the art at the time invention was made to combine the teachings of the cited references to implement the step of building the information technology service catalog to include the service as disclosed by Benny because it would help an Information Technology service of companies take on the right business profitably and guide implementation of Information Technology solutions, as suggested by Benny (para. 0013).

As per claim 30, Northcutt discloses [a] computer program product embodied in a computer readable medium and comprising computer instructions for:

displaying a plurality of icons, wherein each of the plurality of icons is configured to initiate an action associated with a service in an Information Technology service catalog (para. [0053], [0063, lines 1-4], a number of different options be displayed on a main interface page allow users to perform various classification of tasks (i.e., user initiate requests for a service for information technology);

performing the action if one of the plurality of icons is selected (para. 0064, lines 1-5, "submit a request" is entered by a user);

presenting an interface comprising one or more fields associated with the action, wherein each of the one or more fields is adapted to receive input associated with the

action (Fig. 12, para. 0009, para. 0064, presents a form with fields so that requestor can fill out the requesting data), the input being stored in a data structure and used to generate an instance and an attribute associated with each of the one or more fields (para. 0064 last 7 lines summary information is presented to the user for verifying the information), the data structure being further configured to receive and store data entered in the one or more fields (Figs. 9, 19, para. 0010, 0072, a request for service stored in the database and allow the user to edit or view an existing request for service);

receiving cost information in the interface, the cost information comprising a name and a formula configured to determine the cost information (para. 0064, lines 10-45, cost benefit analysis information provided by a user is calculated); and

determining a service action associated with the service, wherein the service action is determined using information entered in a service field presented on the interface, the information being used to generate an instance of the service action and the service action (para. 0065, 0067).

Northcutt does not explicitly teach, but Bahrami teaches identifying a relationship between the service and the data structure, the data structure being configured to point to the service (para. 0035, each individual activity and its relationship to other activities), the data structure being used to create a hierarchy associated with the service and the service action and the another service action being disposed in a service action hierarchy (para. 0032 hierarchy process modeling of an activity). Thus, it would have been obvious to one of ordinary skill in the art at the time invention was made to combine the teachings of the cited references to implement the step of identifying a

relationship between the service and the data structure, the data structure being configured to point to the service and the data structure being used to create a hierarchy associated with the service and the service action and the another service action being disposed in a service action hierarchy because it would provide users of Northcutt's system easily to closed-loop analysis of a business process.

Northcutt and Bahrami do not explicitly teach, **but Benny** teaches building the information technology service catalog to include the service (Fig. 2-3, 8, para. 0013, 0087, 0095). Thus, it would have been obvious to one of ordinary skill in the art at the time invention was made to combine the teachings of the cited references to implement the step of building the information technology service catalog to include the service as disclosed by Benny because it would help an Information Technology service of companies take on the right business profitably and guide implementation of Information Technology solutions, as suggested by Benny (para. 0013).

### ***Response to Arguments***

Applicant's arguments with respect to claims 15-30 filed on 2/25/08 have been considered but are moot in view of the new ground(s) of rejection.

### ***POINTS OF CONTACT***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to DEBBIE M. LE whose telephone number is (571)272-4111. The examiner can normally be reached on 8:30-5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tim Vo can be reached on (571) 272-3642. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/DEBBIE M LE/  
Primary Examiner, Art Unit 2168

April 23, 2008